

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**ORIGINAL**

Nationwide Professional Teleservices, LLC §  
Application for a Certificate of §  
Interexchange Authority §  
to Operate as a Reseller of §  
Telecommunications Services §  
in the Entire State of Illinois §

Docket No.

04-0608

ICC Office Use Only

**APPLICATION FOR CERTIFICATE TO BECOME A  
TELECOMMUNICATIONS CARRIER**

**GENERAL**

**1. Applicants Name (including d/b/a, if any)**

Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 800-796-2502  
Fax: 727-536-8368  
Toll-Free: 877-819-3025  
FEIN # 20-1469986

**2. Authority Requested: (Mark all that apply)**

- ☐ 13-403 Facilities-Based Interexchange  
☒ 13-404 Resale of Local and/or Interexchange  
☐ 13-405 Facilities-Based Local

**3. Request for waivers/variances:**

In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

- ☒ Part 710 Uniform System of Accounts for Telecommunications Carriers  
☐ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone directories for Local Exchange Telecommunications Carriers in the State of Illinois  
☒ Section 735.180 Directories  
☒ Other 83 Ill Adm. Code Part 250 (keeping administrative books in Illinois)

CHIEF CLERK'S OFFICE

2001 OCT -6 A 11:27

ILLINOIS  
COMMERCE COMMISSION

4. **For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:**

- (a) **the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document**
- (b) **the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;**
- (c) **the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and**
- (d) **if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.**

Not Applicable. Nationwide Professional Teleservices, LLC does not offer local exchange services.

5. **In what area of the state does the Applicant propose to provide service?**

Nationwide Professional Teleservices, LLC proposes to offer its services statewide throughout Illinois.

6. **Please attach a sheet designating contact persons to work with Staff on the following:**

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

(a) **issues related to processing this application**

Monique Byrnes  
Consultant to Nationwide Professional Teleservices, LLC  
Technologies Management, Inc.  
210 N. Park Avenue  
Winter Park, FL 32789  
Phone: 407-740-8575  
Fax: 407-740-0613  
E-Mail: [mbyrnes@tminc.com](mailto:mbyrnes@tminc.com)

(b) **consumer issues**

Sheri Lutich, President  
Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 800-796-2502  
Fax: 727-536-8368  
E-Mail: [slutich@professionalteleservices.com](mailto:slutich@professionalteleservices.com)

(c) **Customer complaint resolution**

Brian Hild, Customer Service Manager  
Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 877-819-3025  
Fax: 727-8368  
E-Mail: [customerservice@professionalteleservices.com](mailto:customerservice@professionalteleservices.com)

6. **Please attach a sheet designating contact persons to work with Staff on the following:  
(Cont'd.)**

(d) **technical and service quality issues**

Sheri Lutich, President  
Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 800-796-2502  
Fax: 727-536-8368  
E-Mail: [slutich@professionalteleservices.com](mailto:slutich@professionalteleservices.com)

(e) **"tariff" and pricing issues**

Sheri Lutich, President  
Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 800-796-2502  
Fax: 727-536-8368  
E-Mail: [slutich@professionalteleservices.com](mailto:slutich@professionalteleservices.com)

(f) **9-1-1 issues**

Sheri Lutich, President  
Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 800-796-2502  
Fax: 727-536-8368  
E-Mail: [slutich@professionalteleservices.com](mailto:slutich@professionalteleservices.com)

(g) **security/law enforcement**

Sheri Lutich, President  
Nationwide Professional Teleservices, LLC  
14001 63<sup>rd</sup> Way  
Clearwater, Florida 33760  
Phone: 800-796-2502  
Fax: 727-536-8368  
E-Mail: [slutich@professionalteleservices.com](mailto:slutich@professionalteleservices.com)

**7. Please check type of organization?**

- ☐ Individual  
☐ Partnership

☐ Corporation

**Date Corporation was formed:**  
**In What State?**

August 5, 2004  
Florida

- ☒ Other – LLC

**8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.**

The Articles of Organization and a copy of Nationwide Professional Teleservices' Illinois Secretary of State certificate are attached as Exhibit I.

**9. List jurisdictions in which Applicant is offering service(s).**

Nationwide Professional Teleservices will be offering its services to the entire State of Illinois.

**10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?**

- ☐ Yes (please provide details)  
☒ No

**11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?**

- ☐ Yes (please provide details)  
☒ No

**12. Has Applicant provided service under any other name?**

- ☐ Yes (please provide list)  
☒ No

**13. Will the Applicant keep its books and records in Illinois?**

- ☐ Yes  
☒ No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested.

Please see question No. 3.

## MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Please see Exhibit II for the Company's resumes of key personnel.

15. List officers of Applicant.

The following individuals are officers and directors of Nationwide Professional Teleservices, LLC and can be reached at the Company's corporate headquarters at 14001 63<sup>rd</sup> Way, Clearwater, Florida 33760:

**Officers:**

Sheri Lutich	President
Scott G. Roix	Vice –President/Director of Sales

16. Does any officer of Applicant have an ownership or other interest in any other entity that has provided or is currently providing telecommunications services?

- ☐ Yes (is Yes, list entity.)  
☒ No

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Customers will not receive monthly bills. Customers provide the company with banking information and the flat monthly charge is deducted monthly from the customer's bank account. The service provided by the carrier is access code dialing only (not presubscribed service). Customers will receive information from the company on how to use the service. This package will contain the company's toll free number.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the Customer is notified by Applicant that they may seek assistance from the Commission?)

Customers may reach the Company at the toll-free Customer service number, 877-819-3025. In addition, Customers may contact the Company in writing at Nationwide Professional Teleservices, LLC, 14001 63<sup>rd</sup> Way, Clearwater, Florida 33760.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing?

☒ Yes  
☐ No

20. What telephone number(s) would a Customer use to contact your Company?

Nationwide Professional Teleservices Customer service toll-free phone number is 877-819-3025.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ Yes  
☐ No

22. Please describe applicant's procedures to prevent slamming and cramming of Customers?

The Company only offers a monthly flat rate unlimited service for long distance telecommunications service.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

☐ Yes  
☐ No (If No, please provide an explanation)  
☒ Not Applicable. Nationwide Professional Teleservices does not offer local exchange services.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ Yes  
☐ No

#### **FINANCIAL**

Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Nationwide Professional Teleservices, LLC is a start-up Company and just beginning operations. The Company submits its Balance Sheet in Exhibit III.

## TECHNICAL

**26. Does Applicant utilize its own equipment and/or facilities?**

- ☐ Yes (if Yes, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)
- ☒ No (If No, which facility provider(s) services does the Applicant intend to use:

Nationwide Professional Teleservices will be utilizing the facilities of its underlying carrier, Qwest.

**27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).**

The Company's service offering is an unlimited long distance service plan that allows Customers to place an unlimited number of intrastate and interstate toll calls for a flat rate per month. Calls are placed via a toll free access number. The plan does not require that the Customer be presubscribed to the Company, nor does it require an authorization code. The plan only requires that the calling number be recognized as belonging to a Subscriber. Service will be provided twenty-four (24) hours per day, seven (7) days a week.

Service is provided through the Company's underlying carrier that have been selected for the best combination of quality and price. The underlying carrier must identify the ANI of the Nationwide Professional Teleservices Customer in order to complete the call.

**28. Will technical personnel be available at all times to assist Customers with service problems?**

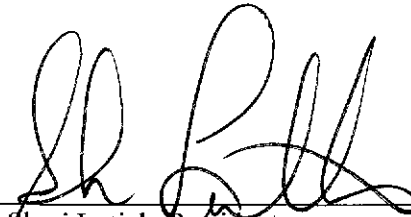
- ☐ Yes
- ☒ No

Nationwide Professional Teleservices utilizes a nationwide toll-free number (877) 819-3025 for customer service. Customers may call that number Monday through Friday, 8 AM to 5 PM Eastern Standard Time. After hours emergencies are handled by voicemail, and are called back on the next business day.

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to:

- (a) touch dialing;
- (b) access to 9-1-1 and "0" operator dialing without use of a coin;
- (c) rules governing use of payphones by disabled persons;
- (d) ability to complete local and long-distance calls;
- (e) unlimited duration for local calls; and
- (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls?

- ☐ Yes
- ☐ No
- ☒ Not Applicable.



Sheri Lutich, President  
Nationwide Professional Teleservices, LLC

Date:

10/4/04



VERIFICATION

This application shall be verified under oath.

OATH

STATE OF FLORIDA

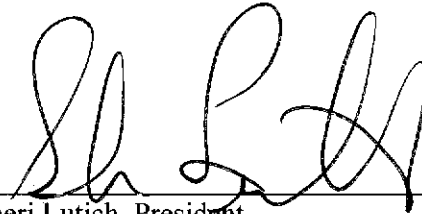
§

COUNTY OF PINELLAS

§

§

Sheri Lutich, makes oath and says that she is the President of Nationwide Professional Teleservices, LLC; that she has examined the foregoing application and that to the best of her knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

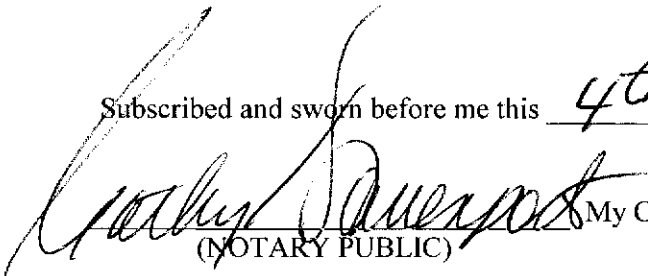


Sheri Lutich, President  
Nationwide Professional Teleservices, LLC

10/4/04

Date:

Subscribed and sworn before me this 4<sup>th</sup> day of October, 2004



(NOTARY PUBLIC)

My Commission expires on:



Cathy Davenport  
My Commission DD207821  
Expires April 30, 2007